



Department of Medical Assistance Services  
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[www.dmas.virginia.gov](http://www.dmas.virginia.gov)

# MEDICAID PROVIDER MANUAL UPDATE

**TO:** All providers of Dental services participating in the Virginia Medical Assistance Program, Managed Care Organizations providing services to Virginia Medicaid, FAMIS, and FAMIS Plus recipients, and all holders of the *Dental* Provider Manual

**UPDATE:** D-01-05

**FROM:** Patrick W. Finnerty, Director  
Department of Medical Assistance Services (DMAS)

**DATE:** 1/13/2005

**SUBJECT:** Update to Second Edition of the *Dental* Provider Manual

The purpose of this memorandum is to notify you of changes to Chapters II, IV, V, Appendix B, and Appendix C of your *Dental* Provider Manual. The attached table shows the changes to the manual. Please download the new pages to insert into your manual and retain the attached table.

The amendments to Chapter II: (1) update the provider enrollment information; (2) delete the Provider Agreement from the "Exhibits" section; and (3) update information regarding conditions of participation.

The amendments to Chapter IV: (1) update the Table of Contents; (2) revise the covered CDT-5 procedures referenced in this chapter; (3) highlight the alternative to the formal prior authorization (PA) process for non-urgent planned treatment services (which require prior authorization) to emphasize the use of this option; (4) clarify policy on billing periapical films, apexification, pulpectomies, and pulpal therapy on primary teeth, and anesthesia/sedation procedures; (5) provide criteria for coverage of outpatient hospital/ambulatory surgery treatment setting; (6) clarify that approved orthodontic treatment includes diagnostic records, treatment, and retention phases of care, and that cosmetic appliances are not covered; and (7) clarify billing of D4355, debridement.

The amendments to Chapter V: (1) update general billing instructions; (2) correct the telephone number to inquire about electronic submission of claims; (3) update references to the DMAS website; and (4) provide instructions for filing claims and requests on the ADA 2000, 2002, and 2004 Dental Claim Forms.

The amendments to Appendix B: revise the covered CDT-5 procedures referenced in this appendix.

The amendments to Appendix C: revise the covered CDT-5 procedures referenced in this appendix.

Please review these changes carefully.

### **ELIGIBILITY AND CLAIMS STATUS INFORMATION**

DMAS offers a web-based Internet option to access information regarding Medicaid eligibility, claims status, check status, service limits, prior authorization, and pharmacy prescriber identification information. The website address to use to enroll for access to this system is <http://virginia.fhsc.com>. The MediCall voice response system will provide the same information and can be accessed by calling 800-884-9730 or 800-772-9996. Both options are available at no cost to the provider.

### **COPIES OF MANUALS**

DMAS publishes electronic and printable copies of its Provider Manuals and Medicaid Memoranda on the DMAS website at [www.dmas.virginia.gov](http://www.dmas.virginia.gov) (*please note the new DMAS website address*). Refer to the Provider Column to find Medicaid and SLH Provider Manuals or click on "Medicaid Memos to Providers" to view Medicaid Memoranda. The Internet is the most efficient means to receive and review current provider information. If you do not have access to the Internet or would like a paper copy of a manual, you can order it by contacting Commonwealth-Martin at 804-780-0076. A fee will be charged for the printing and mailing of the manuals and manual updates requested.

### **"HELPLINE"**

The "HELPLINE" is available Monday through Friday from 8:30 a.m. to 4:30 p.m., except on state holidays, to answer questions. The "HELPLINE" numbers are:

1-804-786-6273	Richmond area and out-of-state long distance
1-800-552-8627	All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid provider identification number available when you call.

Attached Number of Pages: (1)

**DENTAL PROVIDER MANUAL**  
**REVISION CHART**  
**January 13, 2005**

**SUMMARY OF REVISIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter II	Entire Chapter		Entire Chapter	1-13-2005
Chapter IV	Entire Chapter		Entire Chapter	1-13-2005
Chapter V	Entire Chapter		Entire Chapter	1-13-2005
Appendix B	Entire Appendix		Entire Appendix	1-13-2005
Appendix C	Entire Appendix		Entire Appendix	1-13-2005

**FILING INSTRUCTIONS**

<b>MANUAL SECTION</b>	<b>MATERIAL REVISED</b>	<b>NEW PAGE NUMBER(S)</b>	<b>REVISED PAGE(S)</b>	<b>REVISION DATE</b>
Chapter II	Entire Chapter		Entire Chapter	1-13-2005
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Appendix B	Entire Appendix		Entire Appendix	1-13-2005
Appendix C	Entire Appendix		Entire Appendix	1-13-2005